

## AMENDMENT

First Named Inventor: David L. Henrickson      Attorney Docket No.: 317071.01  
Application No.: 10/731,571      Group Art Unit: 3624  
Filed: 12-9-2003      Examiner: MANSFIELD, THOMAS L  
Title: SCHEME LEVERAGING KNOWLEDGE GAINED OF A CUSTOMER'S COMPUTER SYSTEM TO  
SUGGEST POSSIBLE PRODUCTS AND SERVICES OF INTEREST

Commissioner for Patents  
P.O. Box 1450  
Alexandria VA 22313-1450

## AMENDMENT

In connection with the Request for Continued Examination ("RCE") filed herewith,  
and in response to an Final Office Action ("FOA") of notification date 11-12-2010,  
please amend the above-identified Application as follows:

**Amendments to the Claims** are reflected in the listing of claims that begins on  
page 2 of this Amendment.

**Remarks** begin on page 6 of this Amendment.

Amendment Responsive to 11-12-2010 Final Office Action  
Application Number: 10/731,571  
Attorney Docket Number: 317071.01